

Professional and Managerial Branch  
Miscellaneous Professional Group  
Social Services Series

**SENIOR CITIZEN PROGRAM SPECIALIST**

09/00 (REB)

*Summary*

Under general supervision, recruits volunteers and organizations and coordinates and supervises senior citizen services training and assignments; performs related duties as required.

*Typical Duties*

Plans and coordinates senior citizen services, such as the Retired Senior Volunteer Program and the Foster Grandparent Program; initiates and develops volunteer placements at work stations; monitors assignments as defined in individual care plans for physically, mentally, visual and/or hearing impaired children; provides volunteer stations with technical assistance; negotiates volunteer stations annual memorandum of understanding; assesses evaluation procedures utilized by participating volunteer stations; assures compliance with and provides assistance and training on program guidelines and requirements; investigates problems and complaints with work stations staff and recommends improvements.

Recruits and selects program participants; analyzes participants' experiences and qualifications and recommends placement in appropriate volunteer station; explains program policies, procedures, volunteer activities, and restrictions; confers with volunteers to identify problems, investigates complaints, and takes appropriate action; counsels volunteers and/or family members as needed; refers volunteers to community support services; plans and coordinates activities to recognize volunteers and organizations supporting senior citizen programs.

Develops and conducts in-service training and pre-service orientation programs; prepares and delivers public presentations promoting senior volunteer programs to civic groups, human service agencies, other interested organizations, and the media; assists in preparation of program newsletter; collaborates with community organizations, senior citizens' programs and programs for persons with special or exceptional needs; makes recommendations in resource development and local fund-raising activities; maintains records and prepares monthly reports.

*Minimum Qualifications*

Training and Experience: Graduation from a college or university with a Bachelor's Degree in Social Science, Human Services, or related field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of the physical, social and psychological needs and characteristics of persons over 60 years of age; some knowledge of local social service agencies.

Ability to empathize, communicate and work with persons over 60 years of age; ability to express oneself clearly and concisely, both orally and in writing; ability to establish and maintain effective working relationships with fellow employees, officials and the general public; ability to prepare and deliver oral presentations; ability to plan and schedule work; ability to maintain records and prepare reports; ability to tactfully and impartially enforce established rules and regulations; ability to orally communicate in Spanish and English preferred.

*Physical Requirements:* Mobility within an office and field environment; operation of a motor vehicle through City traffic.

*Licenses and Certificates:* Texas Class "C" Driver's License or an equivalent license issued by another state.

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Director of Personnel

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Department Head